

# QUALITY POLICY STATEMENT

It is Global Rail Australia's policy to provide services, which are fit for the specified purpose and conform to the company's standards as appropriate and applicable to any service, which may be agreed with the client. A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015.

The Company's Senior Management team is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

The Company's Senior Management team shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that adequate funds, facilities and resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and contractors are expected to comply with this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by Senior management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

This policy has been endorsed by Global Rail Australia management who take direct responsibility for its execution and is available to relevant interested parties, upon reasonable request.

Signed 10<sup>th</sup> January 2024, for and on behalf of Global Rail Australia by:



**Ivan Holloway**  
**Managing Director**